

*Section #3*

PATENT  
Customer Number 22,852  
Attorney Docket No. 07752.0026

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

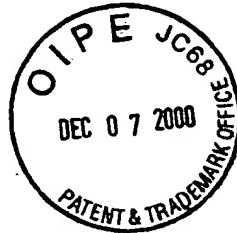
In re Application of:

Jean L. Missinhoun et al.

Serial No.: 09/608,293

Filed: June 30, 2000

For: SYSTEM AND METHOD FOR  
PROVIDING A MULTI-CHANNEL  
CUSTOMER INTERACTION  
CENTER



) Group Art Unit: 2761

) Examiner: Unassigned

Assistant Commissioner for Patents  
Washington, DC 20231

Attention: **BOX MISSING PARTS**

Sir:

**RESPONSE TO NOTICE TO FILE  
MISSING PARTS OF APPLICATION**

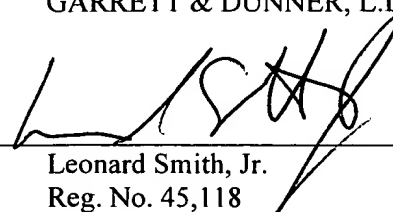
In response to the communication of September 7, 2000, Applicants submit a Declaration/Power of Attorney for filing in the above-identified application, the required fee of \$130.00, the required fee of \$110.00 for a one-month extension of time, and a copy of the Notice of Missing Parts.

Please associate the enclosed declaration with the above identified application.

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
GARRETT & DUNNER, L.L.P.

By:   
Leonard Smith, Jr.  
Reg. No. 45,118

Dated: December 7, 2000

LAW OFFICES  
FINNEGAN, HENDERSON,  
FARABOW, GARRETT,  
& DUNNER, L.L.P.  
1300 I STREET, N. W.  
WASHINGTON, DC 20005  
202-408-4000

12/08/2000 SDUONG

00000068 09608293

03 FC:115

110.00 0P

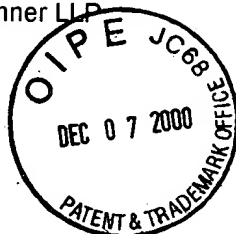


## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/608,293	06/30/2000	Jean L Missinhoun	07752.0026

Finnegan Henderson Farabow Garrett & Dunner LLP  
1300 I Street N W  
Washington, DC 20005-3315



## FORMALITIES LETTER



\*OC00000005381561\*

Date Mailed: 09/07/2000

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

12/08/2000 SDUONG 00000068 09608293

01 FC:105

130.00 OP